

Reference Associate

Job Title

Library Associate

Division/Department

Adult Services

Reports to

Head of Adult Services department

Salary Schedule

KPLA – Library Associate

FTE

0.5

Date

November 2014

Position Summary: Responsible for duties which support reference and reader's advisory services under the direct supervision of the Head of Adult Services.

Duties and Responsibilities: The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

1. Assists patrons at adult public service desks: helps locate materials; answers reference and reader's advisory questions; instructs patrons in use of all library resources.
2. Posts to staff blogs as assigned.
3. Participates in departmental meetings, library-wide committees, and library-related events.
4. Performs other related duties and special projects as assigned

Professional Competencies:

Attendance/Punctuality: Demonstrates reliability by consistently arriving to work, meetings and appointments on time. Adjusts schedule and remains flexible to meet changing work needs and demands.

Organizational Support/Ethics: Contributes to the improvement and success of the library system by aligning work priorities with library vision, goals and strategic plan.

- Maintains a high degree of ethical behavior, integrity and respect for privacy and confidentiality of information.
- Inspires support for KPL policies and procedures.

Customer Service: Demonstrates strong public service orientation. Represents the library positively and professionally when dealing with staff, managers, vendors, colleagues and members of the public.

- Anticipates and meets the needs of both internal and external customers.
- Proactively responds to questions, concerns, and requests for information and resolves routine questions and information requests.

Job Specific Knowledge and Skill: Demonstrates broad, in-depth, and up-to-date knowledge of pertinent fields and awareness of current trends in area of specialty. Acts as a resource to others; freely and willingly shares new trends and technology with others.

- Demonstrates a knowledge and appreciation of adult literature, periodicals, audiovisual materials, websites and other electronic media and other materials.

Creativity/Innovation: Looks for opportunities to apply new and evolving ideas, methods, design and technologies.

- Develops unusual and interesting programs, displays, and other avenues to promote library services, and collections to patrons that encourage use and align with strategic priority.
- Takes initiative to accomplish something, such as identifying and solving problems, overcoming obstacles, achieving goals, pursuing opportunities, and doing things better.
- Works on unique, library-based solutions to community challenges.

Quality: Provides high quality services, processes, and programs while consistently seeking ways to improve outcomes and enhance services.

Communication skills: Conveys ideas and facts using language appropriate to the audience and situation.

- Listens and interacts actively when speaking individually with patrons or staff, genuinely pays attention to what is being communicated and confirms understanding.
- Communicates effectively when addressing or presenting to large or small groups and represents KPL in a positive way to diverse populations.

Accountability: Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight.

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Flexibility/Adaptability: Performs a wide range of tasks, responds to change in directions and priorities, and accepts new challenges, responsibilities and assignments.

Technology skills: Demonstrates up-to-date computer and technology skills necessary for effective communications, completion of job responsibilities and provision of quality customer service.

- Demonstrates proficiency in Microsoft Office products.
- Demonstrates knowledge of library automation systems and ability to access electronic databases, Internet, and print resources and instruct others in their use.

Professional development: Pursues professional development and continuing education opportunities throughout career.

- Stays informed of current trends and emerging technologies, issues and research in librarianship.
- Pursues professional development and continuing education opportunities throughout his/her career.
- Maintains membership in professional library association(s).

Safety: Adheres to all workplace and trade safety laws, regulations, standards and practices.

Knowledge of Materials: Demonstrates a knowledge and appreciation of literature, periodicals, audiovisual materials, various electronic media including websites, and other materials that contribute to a diverse, current and relevant collection.

Collection Development: Understands the basic theory and practice of collection development; supports the development of a collection of materials from a broad range of selection sources that encompass all appropriate formats, including but not limited to media that reflect varied and emerging technologies.

Knowledge of Patron Group: Evaluates and responds to the diverse needs, preferences, and resources of the community on a regular and systematic basis.

Project Management: Structures and directs others' work on projects or programs. Demonstrates proficiency in project management in order to initiate, facilitate, conclude and evaluate projects with efficiency and effectiveness.

- Makes reasonable estimates of resource needs to achieve goals or complete projects.
- Uses sound methods to plan and track work, appointments, and commitments. Evaluates progress on tasks and adjusts work style as needed.

Leadership: Promotes organizational mission, strategic plan and goals, and works toward achieving them. Sets and models high performance standards characterized by integrity; earns trust and respect of others by coaching, inspiring and empowering teams of people to achieve strategic objectives.

- Influences others to work together to support the mission and goals of KPL.
- Sets clear, meaningful and attainable group goals and expectations that are aligned with those of the library.
- Leads by example and sets standard for professional behavior.
- Demonstrates ability to motivate others to meet a common goal
- Demonstrates ability to take leadership role when dealing with emergency employee or patron situations.

Performance Management & Development: Provides appropriate coaching, on-going feedback, support and resources to improve performance and effectiveness of individuals and teams.

- Delegates responsibilities appropriately to support staff and reevaluates job flow and work assignments at regular intervals.

Minimum Qualifications

1. Bachelor's degree from an accredited college or university.
2. Basic knowledge of library operations.

Physical demands and work environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical demands:* While performing the duties of this job, the employee is required to travel independently within the office and patron areas of the library and in the communities served. In the work environments described below, the position requires verbal and written conversation with others, sitting, standing, walking, reaching, lifting/moving objects up to 25 pounds, and use of hands to finger, handle, or feel objects, tools or controls. The position occasionally requires standing, walking, sitting and speaking for extended periods of time. Vision abilities required by the job include close vision.

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- *Work environment:* Work will be performed in an office environment, library spaces, and in the communities served. Some local travel outside the library is required. While performing the duties of this job outside of the library environment, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually low to moderate.

Salary

\$19,451 Entry level (or closest step to current salary for transferring employee); pro-rated health insurance; fully paid dental, vision, and life insurance; fully paid retirement; pro-rated vacation, sick leave, and holidays.

Schedule

20 hours per week including 1 evening a week, every 4th Saturday and 6 Sundays per year.

Completed application, cover letter, and recent resume should be sent to Terry New in Human Resources office.
Applications available in Administrative Services or at www.kpl.gov

Deadline for applications: November 21, 2014 at 5:00 pm